Afnic quality of service performance



JANUARY 2024

Availability of name servers in IPv4 / UDP 99,86% Availability of name servers in IPv4 / TCP 99,39% Availability of name servers in IPv6 / UDP 98,74% Availability of name servers in IPv6 / TCP 99,00% Availability of name servers in IPv6 / TCP 99,04% PS,00% DNS to UDP resolution service in less than 250 ms 100,00% PS,00% DNS resolution service in TCP in less than 750 ms		DNS Service	
Availability of name servers in IPv4 / UDP 99,86% Availability of name servers in IPv4 / TCP 99,39% Availability of name servers in IPv6 / UDP 98,74% Availability of name servers in IPv6 / TCP 99,04% PS,009 DNS to UDP resolution service in less than 250 ms 100,00% PS,009 DNS resolution service in TCP in less than 750 ms			Objecti
Availability of name servers in IPv4 / UDP 99,86% Availability of name servers in IPv4 / TCP 99,39% Availability of name servers in IPv6 / UDP 98,74% 95,009 Availability of name servers in IPv6 / TCP 99,04% 95,009 DNS to UDP resolution service in less than 250 ms 100,00% 95,009	lobal availability		
99,86% Availability of name servers in IPv4 / TCP 99,39% Availability of name servers in IPv6 / UDP 98,74% Availability of name servers in IPv6 / TCP 99,04% P5,009 DNS to UDP resolution service in less than 250 ms 100,00% P5,009 DNS resolution service in TCP in less than 750 ms		100,00%	100,00%
99,86% Availability of name servers in IPv4 / TCP 99,39% Availability of name servers in IPv6 / UDP 98,74% Availability of name servers in IPv6 / TCP 99,04% P5,009 DNS to UDP resolution service in less than 250 ms 100,00% P5,009 DNS resolution service in TCP in less than 750 ms			
Availability of name servers in IPv4 / TCP 99,39% Availability of name servers in IPv6 / UDP 98,74% Availability of name servers in IPv6 / TCP 99,04% DNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms	valiability of name	·	22.22
99,39% Availability of name servers in IPv6 / UDP 98,74% 95,009 Availability of name servers in IPv6 / TCP 99,04% PS,009 DNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms		99,86%	99,00%
99,39% Availability of name servers in IPv6 / UDP 98,74% 95,009 Availability of name servers in IPv6 / TCP 99,04% PS,009 DNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms	vailability of name	servers in IPv4 / TCP	
Availability of name servers in IPv6 / UDP 98,74% 95,009 Availability of name servers in IPv6 / TCP 99,04% 95,009 DNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms	valiability of flatfle	·	99 00%
98,74% 95,009 Availability of name servers in IPv6 / TCP 99,04% 95,009 DNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms		11,01/0	77,007
Availability of name servers in IPv6 / TCP 99,04% 95,009 DNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms	vailability of name	servers in IPv6 / UDP	
99,04% PNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms		98,74%	95,00%
99,04% PNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms			
DNS to UDP resolution service in less than 250 ms 100,00% 95,009 DNS resolution service in TCP in less than 750 ms	vailability of name	servers in IPv6 / TCP	
100,00% 95,009 DNS resolution service in TCP in less than 750 ms		99,04%	95,00%
100,00% 95,009 DNS resolution service in TCP in less than 750 ms			
DNS resolution service in TCP in less than 750 ms		n service in less than 250 ms	i
	NS to UDP resolution	100,00%	95,00%
	NS to UDP resolution		
100,00% 95,009	NS to UDP resolution		
		e in TCP in less than 750 ms:	
			95,00%
Update time of DNS servers in less than 60 min 95,009			

	Objectif
Availability of the domain creation operation	
99,90%	99,40%
Handling domain creation operations in less than 3 sec 100,00%	95,00%
Authorization requests answered within 2 working days	
100,00%	95,00%
Average of the .fr zone file daily updates	
140,90	140

Directory service	Objectif
Availability of the domain name query service (Whois)	
100,00%	99,40%
NC	
99,91% NC	
Availability of the domain name query service (RDAP)	
Availability of the domain name query service (RDAP) 100,00%	99,40%
	99,40%
	99,40%

Afnic quality of service performance



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Customer Service	
	Objectif
Registrar calls answered in less than 3 minutes	
100,00%	90,00%
·	-
Handling of requests in less than 3 working days	
100.00%	100,00%
100,00/0	-
Handling of a guarde in last them Outside a days	
Handling of requests in less than 2 working days	
99,14%	90,00%
Handling of requests during the day	
98,82%	85,00%
	-
Qualified responses within 48 working hours	
99.14%	90.00%
77,14/6	70,00%
Announcement of technical maintenance operations	
10 days before the operation	
100,00%	100,00%
	-
Information published within 1 hour in the event of	
•	
an incident directing the quality of essential services	
an incident affecting the quality of essential services 100.00%	100.00%

Blocking; deleting or transferring domain names following DGCCRF injunction within the legal timeframe 100,00% Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening		Object
in less than 2 working days 100,00% Blocking; deleting or transferring domain names following DGCCRF injunction within the legal timeframe 100,00% Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% 100,6 Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	Removal of anonymity following a legitimate request.	-
Blocking; deleting or transferring domain names following DGCCRF injunction within the legal timeframe 100,00% Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	, , ,	
following DGCCRF injunction within the legal timeframe 100,00% Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% 100,0 Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	• .	100,00
following DGCCRF injunction within the legal timeframe 100,00% Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% 100,6 Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening		_
100,00% Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	Blocking; deleting or transferring domain names	
Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	following DGCCRF injunction within the legal timeframe	
and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening	100 00%	100.00
or Syreli within 2 months of their opening	Mediation accepted in principle by both parties	.00,00
or Syreli within 2 months of their opening	Mediation accepted in principle by both parties and concluded within 7 working days of its opening	100,00
	Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33%	
100,00%	Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL	
100,00%	Mediation accepted in principle by both parties and concluded within 7 working days of its opening	_
	Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening 100,00%	100,00
Blocking of a domain name following the opening of an unsuccessful data justification within 7 working days	Mediation accepted in principle by both parties and concluded within 7 working days of its opening 83,33% Decision taken by Afnic in the context of a PARL or Syreli within 2 months of their opening 100,00% Blocking of a domain name following the opening	